

Provider Help Desk
Questions and Answers for February 2023

Sandhills Center Dept	Topic Category	Provider Question	PHD Answer
Network Operations	Delay of Tailored Plan Launch	Has the Tailored Plan launch been delayed?	<p>The Tailored Plan launch was scheduled for April 1 and is now targeted for Oct. 1, 2023.</p> <p>The delayed start of the Tailored Plans allows Local Management Entities/Managed Care Organizations, which will operate the Tailored Plans, more time to contract with additional providers to ensure a smooth transition for people using the plans and their care providers.</p> <p>Until the Tailored Plans launch, people who will be covered by the Tailored Plans will continue to receive care through their existing plans. Tailored Care Management, which launched on Dec. 1, 2022, will continue to support these beneficiaries by providing a care team to coordinate care across providers.</p>
Provider Training	Delay of JIVA Implementation	Due to the Tailored Plan delay, will the Jiva trainings and implementation happen as expected?	<p>The Sandhills Center UM Department would like to inform providers that the implementation of the Jiva authorization system has been delayed from 3/1/2023. This delay is due to changes NC Medicaid has made related to the delay in Tailored Plan launch. We hope to implement Jiva in the coming weeks, but for now, please do not put any service authorization requests (SARs) in Jiva.</p> <p>Because we still hope to implement the Jiva authorization system soon, we will still hold our third scheduled Jiva Provider Portal Training on Thursday, March 9th from 3pm-5pm. We will also offer a refresher session the week before Jiva go-live. More information about the refresher session will be shared once it has been scheduled.</p> <p>Note: This announcement is unrelated to the switch in claims software to Change Healthcare that was discussed at the Provider Forum held on 2/22/2023. More information will be forthcoming from the Sandhills Center Finance Department regarding when that software will be implemented.</p> <p>If you have any questions, please feel free to contact Sarah Glanville, UM Director at sarahg@sandhillscenter.org.</p>
Network Operations	Contract Changes	Who do I contact if I need to make changes to a site or service in my contract?	<p>All providers are encouraged to reach out to their Selection and Retention Specialist if they are no longer providing a service or maintaining a site that is currently on their contract. Providers can also submit a ticket through the Provider Support Portal at https://support.sandhillscenter.org. If you are not sure who your Selection and Retention Specialist is, you</p>

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			<p>may contact the Provider Help Desk at 1 855-777-4652 or email us at providerhelpdesk@sandhillscenter.org.</p> <p>Having accurate information of services and sites helps Network Development to review provider join requests and plan development activities.</p>
Network Operations	Not Accepting Referrals	How do I notify Sandhills Center that we are not taking referrals at this time?	<p>Providers can notify Sandhills Center by:</p> <ol style="list-style-type: none"> 1. Contacting their assigned Selection and Retention Specialist. If you are not sure who your Selection and Retention Specialist is, you may contact the Provider Help Desk at 1 855-777-4652 or email us at providerhelpdesk@sandhillscenter.org. <p>The Selection & Retention Specialists have the ability to check box "No Referrals" in Alpha+.</p> <ol style="list-style-type: none"> 2. Submitting a ticket through the Provider Support Portal at https://support.sandhillscenter.org, or 3. Contacting our Provider Help Desk at providerhelpdesk@sandhillscenter.org or calling 1 855-777-4652. <p>Providers that are not accepting referrals for a service on their contract must inform Sandhills Center so that we can update our provider directory.</p> <p>Additionally, if a provider's waitlist prevents a member from receiving services within the availability standards as outlined in the Provider Manual, that provider must refer that member to another Sandhills Center network provider who can see that member within the availability standards.</p>
Network Operations	Reporting an Opening	How do I report an opening in a residential facility so we can receive referrals from Sandhills Center?	<p>Providers are encouraged to report openings in residential sites by using our provider support portal and submitting a ticket type:</p> <ul style="list-style-type: none"> • Report an Opening • Cancel an Opening <p>This is useful information for our Call Center and Care Coordination staff when securing placement and helps Network Operations staff evaluate letter of support requests.</p>
Network Monitoring	Attestations for Unlicensed AFLs	What changes will be happening for unlicensed AFLs starting on April 1 st ?	<p>Network Monitoring will be requiring contracted Sandhills Center providers who have Unlicensed AFL homes on their contract to attest that the AFL homes meet the service definition requirements, beginning April 1, 2023.</p> <ul style="list-style-type: none"> • The attestation will include that the home: • Is occupied by an employee of their agency; • Is the identified employee's primary residence

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			<ul style="list-style-type: none"> • Is a private residence and not staffed by others • Serves one (1) adult member only
Finance	Claims Inquiry for Physical Health Providers	As a physical health provider, do I need to start submitting claims to Sandhills Center?	When Tailored Plan launches, physical health providers will need to submit physical health claims to Sandhills Center. However, it should be noted that with the delay of the Tailored Plan launch until October 1, 2023, physical health claims will not be accepted at this time. Physical health claims will only be accepted and processed once the physical health contracts become active with the go-live launch of the Tailored Plan. If physical health providers need additional information, they can contact Sandhills Center via the Provider Help Desk either through the Provider Support Portal or 1-800-256-2452.